5.7 Troubleshooting

The following table lists the common causes for problems, the possible cause and the possible corrective actions. Refer to the other sections of the user's manual for detailed explanations on how to implement the corrective actions. If the unit continues to be non-functional, refer the unit for servicing.

Symptom	Possible Cause	Corrective Action
Unit will not turn on	Battery pack not inserted	Insert battery pack
	Battery pack depleted or non-functional	Replace battery pack
	Unit is non-functional	Return unit for service
Unit immediately turns off	Battery pack depleted	Replace battery pack
	Unit is non-functional	Return unit for service
ASI is solid red	Unit detected an error	Run manually initiated Self-Test
ASI blinks red	ASI 9V battery low	Replace ASI 9V battery
	Unit needs servicing	Turn unit on and run manually initiated Self-Tests
	Battery pack non-functional	Replace battery pack
	Electrode pads are not pre-connected to unit.	Connect electrode pads to unit
ASI does not blink at all	ASI 9V battery depleted	Replace ASI 9V battery
	Battery pack not inserted	Insert battery pack
	Battery pack non-functional	Replace battery pack
	Unit is non-functional	Return unit for service
Power on self-test failed, service code 'xxx'	Unit needs servicing	Record code number and return unit for servicing
Battery pack self-test failed, service code 'xxx'	Battery pack needs servicing	Record code number and replace with new battery pack.
Service required	Unit needs servicing	Return unit for service
"Replace battery pack" voice prompt	Battery pack capacity is critically low	Unit will probably not deliver a shock, replace battery pack immediately
"Battery pack low" voice prompt	Battery pack capacity is getting low	Unit will still deliver shocks, replace battery pack as soon as possible
"Replace 9 volt battery" voice prompt	9V battery low or missing	Unit will still operate to treat patients, replace 9V battery as soon as possible.